

# Office of Zoning

www.dcoz.dcgov.org

Description	FY 2003 Approved	FY 2004 Proposed	% Change
Operating Budget	\$2,524,400	\$2,523,349	0.0

The mission of the Office of Zoning (OZ) is to provide administrative, professional and technical assistance to the Zoning Commission (ZC) and the Board of Zoning Adjustment (BZA) in the maintenance and regulation of zoning in the District of Columbia.

The agency plans to fulfill its mission by achieving the following strategic result goals:

For FY 2004:

- Index and organize records electronically, so

orders and zoning historical information will be accessible by lot and square or address.

- Provide live webcast of ZC and BZA hearings and meetings.
- Provide live webcast of ZC Forums and OZ training seminars.
- Provide an enlarged informational video library of zoning information to the public.
- Compile 10 years of BZA orders and all ZC orders and make them available online.

By FY 2005

- Implement capability for ZC and BZA applications to be filed online.
- Begin implementation of the plan for re-engineering of the Zoning Regulations.
- Compile 40 years of ZC and BZA orders and make available online by lot, square, address, and project type.
- Provide a complete archive of ZC and BZA hearings and meetings, ZC forums, and OZ training seminars available online.

Did you know...	
Telephone	(202) 727-6311
Percentage increase of BZA and ZC orders issued in FY 2002 over FY 1999.	89
Percentage increase of zoning certifications issued in FY 2002 over FY 2000.	38
Percent increase of responses to online zoning inquiries in FY 2002 over FY 2001 (In 1st quarter of FY 2002 over FY 2001 100 percent of last year's total.)	109
<b>Approximate number of monthly hits on website in FY 2002</b>	
Visitors	5,612
Hits over entire site	152,558
<b>Approximate number of hits on Website in FY 2002</b>	
Visitors	67,349
Hits over entire site	1,830,697

## Where the Money Comes From

Table BJ0-1 shows the sources of funding for the Office of Zoning

Table BJ0-1

### FY 2004 Proposed Operating Budget, by Revenue Type

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change From FY 2003	Percent Change
Local Fund	1,813	1,892	2,524	2,523	-1	0.0
<b>Total for General Fund</b>	<b>1,813</b>	<b>1,892</b>	<b>2,524</b>	<b>2,523</b>	<b>-1</b>	<b>0.0</b>
<b>Gross Funds</b>	<b>1,813</b>	<b>1,892</b>	<b>2,524</b>	<b>2,523</b>	<b>-1</b>	<b>0.0</b>

## How the Money is Allocated

Tables BJ0-2 and 3 show the FY 2004 proposed budget for the agency at the Comptroller Source Group level (Object Class level) and FTEs by fund type.

Table BJ0-2

### FY 2004 Proposed Operating Budget, by Comptroller Source Group

(dollars in thousands)

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
11 Regular Pay - Cont FullTime	833	1,010	1,128	1,136	8	0.7
12 Regular Pay - Other	18	0	0	0	0	0.0
13 Additional Gross Pay	54	2	0	0	0	0.0
14 Fringe Benefits - Curr Personnel	175	157	171	173	2	1.1
15 Overtime Pay	0	-2	0	0	0	0.0
<b>Subtotal Personal Services (PS)</b>	<b>1,080</b>	<b>1,167</b>	<b>1,299</b>	<b>1,309</b>	<b>10</b>	<b>0.8</b>
20 Supplies and Materials	50	30	56	56	0	0.0
30 Energy, Comm. and Bldg Rentals	12	16	38	38	0	-0.5
31 Telephone, Telegraph, Telegram, Etc	13	9	26	25	-1	-4.2
32 Rentals - Land and Structures	0	12	37	37	0	0.1
33 Janitorial Services	0	8	17	17	0	0.7
34 Security Services	0	13	21	21	0	-0.6
40 Other Services and Charges	536	78	237	237	0	0.0
41 Contractual Services - Other	55	506	722	712	-10	-1.4
70 Equipment & Equipment Rental	68	54	71	71	0	0.0
<b>Subtotal Nonpersonal Services (NPS)</b>	<b>734</b>	<b>725</b>	<b>1,225</b>	<b>1,214</b>	<b>-11</b>	<b>-0.9</b>
<b>Total Proposed Operating Budget</b>	<b>1,813</b>	<b>1,892</b>	<b>2,524</b>	<b>2,523</b>	<b>-1</b>	<b>0.0</b>

Table BJ0-3

**FY 2004 Full-Time Equivalent Employment Levels**

	Actual FY 2001	Actual FY 2002	Approved FY 2003	Proposed FY 2004	Change from FY 2003	Percent Change
<b>General Fund</b>						
Local Fund	13	17	17	17	0	0.0
<b>Total for General Fund</b>	<b>13</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0.0</b>
<b>Total Proposed FTEs</b>	<b>13</b>	<b>17</b>	<b>17</b>	<b>17</b>	<b>0</b>	<b>0.0</b>

**Gross Funds**

The proposed budget is \$2,523,349, representing a reduction of \$1,051 from the approved FY 2003 approved budget of \$2,524,400. There are 17 total FTEs for the agency, no change from FY 2003.

**General Fund**

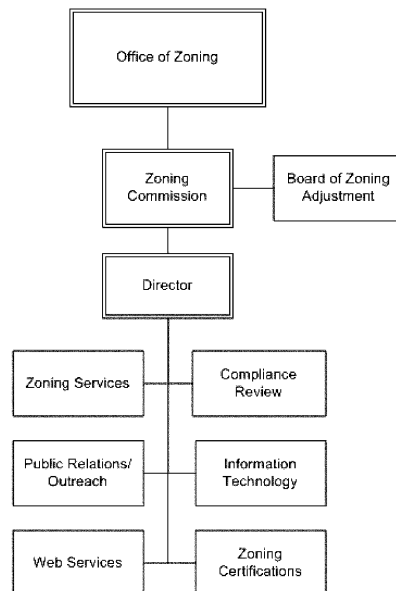
**Local Funds.** The proposed budget is \$2,523,349, representing a decrease of \$1,051 from the FY 2003 approved budget of

\$2,524,400. There are 17 FTEs funded by Local sources, representing no change from FY 2003.

Changes from the FY 2003 approved budget are:

- A decrease of \$757 in nonpersonal services reflecting gap-closing measures for FY 2004.
- A decrease of \$294 in nonpersonal services costs.
- A reallocation of \$10,000 from nonpersonal services in contractual services to personal services to cover merit/promotion increases.

Figure BJ0-1

**Office of Zoning**

## Programs

The Office of Zoning is committed to the following programs:

### Zoning Services

This program provides direct zoning staff assistance to the Zoning Commission and Board of Zoning Adjustment by providing the following services:

- Receiving and processing applications for zoning changes or relief, appeals, Planned Unit Developments, map amendments, air rights, and rulemakings.
- Notifying ANCs, SMDs, District councilpersons, neighbors, Office of Planning and other agencies of cases filed.
- Preparing case information for ZC and BZA member's review.
- Coordinating the zoning process with the Office of Planning and other agencies.
- Attending meetings and hearings and providing follow-up draft decisions.
- Maintaining and archiving all case file information and transcripts.
- Maintaining and updating the Zoning Regulation's text and Zoning map.
- Responding to requests of ZC and BZA members.

Key Initiatives for this program are:

- Continue to improve on streamlining the zoning procedures by implementing a case-time tracking system according to each type of application. Develop monitoring procedures for each phase of the case process and for quality control and protection of case files.
- Complete the Zoning Regulations modernization and the planning phase of the Zoning Regulation re-engineering to initiate the regulation changes.

### Compliance Review

The Compliance Review program evaluates complaints of non-compliance with the conditions in ZC and BZA orders. Complaints are reviewed, monitored and mediated (if appropriate) for compliance. If not remedied, and if a condition remains non-compliant, it is referred

by report to DCRA for enforcement action to include citation, revocation of permit, and/or revocation of certificate of occupancy.

Key Initiatives for this program are:

- Implement quick response procedures and report resolution.
- Evaluate effectiveness

### Information Technology

The Information Technology program develops and implements new systems to automate zoning information, including the zoning map, and facilitate delivery of zoning services.

Key Initiatives for this program are:

- Complete Phase IV and begin Phase V of the electronic Zoning Map project including maintenance and update of zoning maps to improve accuracy and reflect new actions of the Zoning Commission.
- Capture data from scanned documents and populate data tables with historical information to enhance the quality and quantity of information available to the public (Phase II).
- Participate in the development of citywide GIS systems to facilitate and enhance on-line sharing of updated map information and associated data.
- Enhance Zoning Database System to include development of Appeals, Zoning Certifications, and Compliance Review.

### Web Services

The Web Services program ensures 24/7 delivery of key zoning services and information. This program implements the electronic storefront of the Office of Zoning.

Key Initiatives for this program are:

- Live webcast of ZC and BZA hearings and meetings, ZC forums, and OZ training seminars.
- Implement capability for online completion and filing of ZC and BZA Applications, Planned Unit Developments, Appeals, Request for Party Status, Affidavit of Posting, and Compliance Review complaints.
- Complete online posting of 10 years of BZA orders and all ZC orders.

## Public Relations

The Public Relations/Outreach/Information program provides zoning information services to residents, communities and businesses in the District as well as nationally and internationally through the Office of Zoning website, telephone and e-mail inquires, the circulation of brochures and conducting seminars.

Key Initiatives for this program are:

- Continue to be responsive to the increasing number of inquiries the office receives on a daily basis.
- Continue to circulate and advertise new zoning information available to the public both electronically and on paper.
- Develop additional instructions and interactive programs for use by the public to learn more about zoning in the District including the informational video library.

## Zoning Certifications

Zoning Certifications program includes reviews of historical zoning information and provides a current certifiable property document to property owners and certifies zoning case files as requested and as required for court cases.

Key Initiatives for this program are:

- Continue to issue Zoning Certifications to the public and prepare records for court cases in a professional, timely manner, despite the increasing number of requests being filed.

## Agency Goals and Performance Measures

### Goal 1: Create a convenient, easy to use, and understandable zoning process.

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Jerrily R. Kress, FAIA–Director

*Supervisor(s):* Jerrily R. Kress, FAIA–Director

### Measure 1.1: Percentage of total planned website completed to allow 24 hour access to the Office of Zoning

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	25	35	50	70	80
Actual	25	35	-	-	-

### Measure 1.2: Percentage of interactive features on website finished

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	35	60	75	85
Actual	20	35	-	-	-

### Measure 1.3: Number of visitors to the Zoning website

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	70000	70000	70000
Actual	N/A	67349	-	-	-

### Measure 1.4: Number of total visits to the Zoning website (in millions)

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	2.00	2.00	2.00
Actual	N/A	1.83	-	-	-

## Goal 2: Revolutionize service delivery through the use of technology.

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Nyambi A. Nyambi, AICP–Chief Technology Officer

*Supervisor(s):* Jerrily R. Kress, FAIA–Director

### Measure 2.1: Percentage of electronic zoning map complete

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	90	100	100	100	100
Actual	90	100	-	-	-

Note: Agency will enhance/update the map in FY 2003-2005 and thereafter.

### Measure 2.2: Percentage of electronic reading room complete

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	30	40	50	75	85
Actual	20	40	-	-	-

**Measure 2.3: Percentage of Office of Zoning enterprise database system completed-Phase I**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	75	100	100	100	100
Actual	75	100	-	-	-

Note: Phase I: Database modeling and design to support OZ processes. Updates will be provided FY 2003-2005 and thereafter.

**Measure 2.4: Percentage of Office of Zoning enterprise database system completed-Phase II**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	50	70	100	100
Actual	N/A	50	-	-	-

Note: Phase II: Building on the database design by developing electronic workflows for the BZA and ZC. Updates will be provided FY 2005 and thereafter.

**Measure 2.5: Percentage of Office of Zoning enterprise database system completed-Phase III**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	35	60	80
Actual	N/A	10	-	-	-

Note: Phase III: Building on the database design to include workflows for Compliance Review, Zoning Certifications and the linkage of all workflows to the GIS

**Measure 2.6: Percentage of Office of Zoning enterprise database system completed-Phase IV**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	-	-	10
Actual	N/A	N/A	-	-	-

Note: Phase IV: Enhancement of the IZIS system to be web-enabled to allow for online applications with fees

**Measure 2.7: Percentage of documents scanned for electronic storage**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	8	20	20	40	60
Actual	8	8	-	-	-

Note: OZ was unable to implement the document scanning initiative, due to the District-wide cost savings reductions. This measure will continue in FY2003, at the FY 2002 target. Originally Measure 2.3. Renumbered as 2.7. ( 02/01/03)

**Measure 2.8: Percentage of IT compliance program completed**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	10	50	100	100
Actual	N/A	10	-	-	-

Note: Originally Measure 2.4. Renumbered as 2.8. (02/01/03)

**Goal 3: Streamline zoning procedures to ensure a predictable, efficient, and consistent process.**

*Citywide Strategic Priority Area(s):* Building Sustainable Neighborhoods; Promoting Economic Development

*Manager(s):* Sheri M. Pruitt–Secretary to the Board of Zoning Adjustment Alberto Bastida, AICP– Secretary to the Zoning Commission

*Supervisor(s):* Jerrily R. Kress, FAIA–Director

**Measure 3.1: Number of Board of Zoning Adjustment applications filed**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	190	160	160	160	160
Actual	162	151	-	-	-

Note: Measures 3.1 and 3.2 were formerly combined into a single measure: “Number of Board of Zoning Adjustment/Zoning Commission applications filed.” The original target of 190 reflects the combined number of Zoning Commission and Board of Zoning Adjustment cases the OZ estimated for FY 2001. In 2001, it was requested that OZ separate the two caseloads into different measures. 162 is the number of BZA applications filed in FY 2001, while 212 is the number of both BZA and ZC applications filed, which exceeds the FY 2001 target (01/8/03).

**Measure 3.2: Number of Zoning Commission applications filed**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	190	30	30	30	30
Actual	50	50	-	-	-

Note: See note for Measure 3.1. 50 is the number of Zoning Commission applications filed in FY 2001, while 212 is the number of both BZA and ZC applications filed, which exceeds the FY 2001 target (01/8/03).

**Measure 3.3: Number of Board of Zoning Adjustment orders issued or finalized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	160	160	160	160
Actual	205	201	-	-	-

Note: Prior to FY 2001, measures 3.3 and 3.4 were presented as a single measure, “Number of Board of Zoning Adjustment/Zoning Commission orders issued or finalized.”

**Measure 3.4: Number of Zoning Commission orders issued or finalized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	30	30	30	30
Actual	25	30	-	-	-

Note: Prior to FY 2001, measures 3.3 and 3.4 were presented as a single measure, “Number of Board of Zoning Adjustment/Zoning Commission orders issued or finalized.”

**Measure 3.5: Number of civil infractions finalized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	18	5	5	5	5
Actual	12	3	-	-	-

**Measure 3.6: Number of zoning certifications**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	80	90	90	90	90
Actual	115	121	-	-	-

**Measure 3.7: Percentage of zoning regulations modernized**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	30	70	80	90	100
Actual	30	70	-	-	-

**Measure 3.8: Percentage of zoning regulations reengineered**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	N/A	10	20	30
Actual	N/A	N/A	-	-	-

**Measure 3.9: Percent of zoning map updated**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	100	100	100	100	100
Actual	90	100	-	-	-

Note: FY 2003-2005 will have ongoing changes.

**Goal 4: Synchronize activities with federal and District agencies.**

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Jerrily R. Kress, FAIA—Director  
Nyambi A. Nyambi, AICP—Chief Technology Officer

*Supervisor(s):* Jerrily R. Kress, FAIA—Director

**Measure 4.1: Percentage of the Office of Zoning's processes that are intertwined and coordinated with other federal and District agencies including Citywide Mapping (WGIS)**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	40	60	80	90	100
Actual	40	60	-	-	-

**Measure 4.2: Number of compliance review investigations**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	10	10	20	30
Actual	N/A	N/A	-	-	-

Note: Due to the FY 2002 Continuing Resolution and personnel hiring backlog, OZ was not able to implement this program until September 2002. The agency has proposed that the FY 2003 target be reduced from 20 to 10 reports (1/02/03).

**Goal 5: Create an expansive outreach and educational program for District residents and business.**

*Citywide Strategic Priority Area(s):* Promoting Economic Development; Making Government Work

*Manager(s):* Jerrily R. Kress, FAIA—Director

*Supervisor(s):* Jerrily R. Kress, FAIA—Director

**Measure 5.1: Number of community outreach seminars conducted**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	8	10	10	10	10
Actual	9	11	-	-	-

**Measure 5.2: Number of responses to online zoning inquiries**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	120	250	300	300	300
Actual	129	522	-	-	-

**Measure 5.3: Percentage of Informational Video Library completed, including live video-streaming of BZA/ZC hearings and meetings and ZC/OZ forums**

	Fiscal Year				
	2001	2002	2003	2004	2005
Target	N/A	10	40	60	-
Actual	N/A	N/A	-	-	-

Note: OZ modified 5.3 to reflect the new technology it implemented in 2002, which allows its hearings, meetings and seminars to be recorded for future use by the public.

